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**Order of 29 December 2020 on the criteria, sub-criteria and scoring system for calculating and displaying the repairability index for televisions**

**Initial version**

Target audience: producers, importers, distributors or other suppliers of televisions, sellers of this equipment, and those using a website, platform or any other online distribution channel as part of their commercial activity in France.

Purpose: criteria, sub-criteria and scoring system for calculating and displaying the repairability index of televisions.

Entry into force: the text shall enter into force on 1 January 2021.

Notice: this Order specifies the scoring system of the repairability index for televisions.

References: this Order may be consulted on the Légifrance website (https://www.legifrance.gouv.fr).

The Minister for the Ecological Transition and the Minister for the Economy, Finance and the Recovery,

Having regard to Commission Regulation (EU) 2019/2021 of 1 October 2019 laying down ecodesign requirements for electronic displays pursuant to Directive 2009/125/EC of the European Parliament and of the Council, amending Commission Regulation (EC) No 1275/2008 and repealing Commission Regulation (EC) No 642/2009;

Having regard to the Environmental Code, in particular Article L541-9-2 thereof;

Having regard to Decree No 2020-1757 of 29 December 2020 on the repairability index for electrical and electronic equipment,

Hereby order as follows:

**Article 1**

This Order applies to televisions falling within the scope of the aforementioned Regulation of 1 October 2019.

**Article 2**

Pursuant to Articles R541-210 to R541-214 of the Environmental Code, the criteria, sub-criteria and scoring system applicable to the products defined in Article 1 to calculate the repairability index are specified below:

CRITERION 1 - DOCUMENTATION

SUB-CRITERION 1.1 - COMMITMENT ON THE DURATION OF THE PROVISION, FREE OF CHARGE, OF THE TECHNICAL DOCUMENTATION, INSTRUCTIONS FOR USE AND MAINTENANCE INSTRUCTIONS

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Column B**  **Repairers** | | | | **Column C**  **Consumers** | | | |
|  | **Years of availability** | | | | **Years of availability** | | | |
| **0 to 6** | | **7 to 8** | **9 to 10** | **11 or more** | **0 to 6** | **7 to 8** | **9 to 10** | **11 or more** |
| **Documentation type** | **Number of points** | | | | | **Number of points** | | | |
| Unambiguous product identification | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Disassembly diagram or exploded view | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Wiring and connection diagrams | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Circuit board diagrams | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| List of required repair and test equipment | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Technical manual of repair instructions | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Error and diagnostic codes | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Component and diagnostic information | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Software instructions (including reset) | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Access to incidents reported and recorded in the equipment | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Technical bulletins | 0 | | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Specific guidelines on self-repair (recommended operations, safety and repair instructions, possible repercussions on the warranty) | | | | | | 0 | 7 | 9 | 11 |
| Information on access to professional repairers | | | | | | 0 | 7 | 9 | 11 |
| Fault detection and required actions (general public approach) | | | | | | 0 | 7 | 9 | 11 |
| Instructions for use and maintenance instructions | | | | | | 0 | 7 | 9 | 11 |

The maximum number of points is 286. Score for this sub-criterion = (number of points obtained / 286) x 10.

CRITERION 2 - DISASSEMBLY AND ACCESS, TOOLS, FASTENERS

SUB-CRITERION 2.1 - EASE OF DISASSEMBLING THE PARTS (LIST 2)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Number of steps for individual access to the part** | | | |
| **ND / NA (1) or 4 or more** | **3** | **2** | **1** |
| **List 2 parts (external parts)** | **Number of points** | | | |
| Remote control (2) | 0 | 1 | 2 | 3 |
| External power sources |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Number of steps for individual access to the part** | | | |
| **ND / NA (1) or 12 or more** | **10 to 11** | **8 to 9** | **1 to 7** |
| **List 2 parts (internal parts)** | **Number of points** | | | |
| Internal power sources (3) | 0 | 1 | 2 | 3 |
| Main board | 0 | 1 | 2 | 3 |
| Screen | 0 | 1 | 2 | 3 |

(1) ND / NA = not removable or not individually accessible.

(2) Simply remove the battery or batteries.

(3) To be greyed out in the case of external power sources.

For internal power sources, the maximum number of points is 12. Score for this sub-criterion = (number of points obtained / 12) x 10.

For external power sources, the maximum number of points is 9. Score for this sub-criterion = (number of points obtained / 9) x 10.

SUB-CRITERION 2.2 - TOOLS REQUIRED TO DISASSEMBLE THE PARTS (LIST 2)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Type of tools** | | | |
| **ND / NA** | **Proprietary tools** | **Specific tools** | **Tool-free, common tools (4)** |
| **List 2 parts** | **Number of points (5)** | | | |
| Remote control | 0 | 1 | 2 | 4 |
| External power sources |  |  |  |  |
| Internal power sources (3) | 0 | 1 | 2 | 4 |
| Main board | 0 | 1 | 2 | 4 |
| Screen | 0 | 1 | 2 | 4 |

(3) To be greyed out in the case of external power sources.

(4) Or tool supplied with the spare part or with the product.

(5) Use the lowest score if several tools are used.

For internal power sources, the maximum number of points is 16. Score for this sub-criterion = (number of points obtained / 16) x 10.

For external power sources, the maximum number of points is 12. Score for this sub-criterion = (number of points obtained / 12) x 10.

SUB-CRITERION 2.3 - CHARACTERISTICS OF THE FASTENERS (FOR THE ASSEMBLY OF LIST 1 AND 2 PARTS)

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Type of fastener** | | |
| **Neither removable nor reusable** | **Removable, non-reusable** | **Removable and reusable (3)** |
| **List 1 or list 2 parts** | **Number of points (4)** | | |
| Back cover | 0 | 1 | 2 |
| Wi-Fi module (5) | 0 | 1 | 2 |
| Bluetooth module (6) | 0 | 1 | 2 |
| Infrared receiver | 0 | 1 | 2 |
| Speakers | 0 | 1 | 2 |
| Connectors (7) | 0 | 1 | 2 |
| Remote control | 0 | 1 | 2 |
| Internal power sources (8) | 0 | 1 | 2 |
| External power sources |  |  |  |
| Main board | 0 | 1 | 2 |
| Screen | 0 | 1 | 2 |

(3) Or fastener supplied with the spare part.

(4) Take the lowest score if multiple fasteners are involved.

(5) To be greyed out if not applicable.

(6) To be greyed out if not applicable.

(7) To connect external equipment (cable, antenna, USB, DVD and Blue-Ray).

(8) To be greyed out in the case of external power sources.

For internal power sources, the maximum number of points is 20. Score for this sub-criterion = (number of points obtained / 20) x 10.

For external power sources, the maximum number of points is 18. Score for this sub-criterion = (number of points obtained / 18) x 10.

CRITERION 3 - AVAILABILITY OF SPARE PARTS

SUB-CRITERION 3.1 - PRODUCER'S COMMITMENT ON THE PERIOD OF AVAILABILITY OF THE LIST 2 PARTS

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Column A**  **Producer** | | | | **Column B**  **Spare parts distributors** | | | | **Column C**  **Repairers** | | | | **Column D**  **Consumers** | | | |
| **Years of availability** | | | | **Years of availability** | | | | **Years of availability** | | | | **Years of availability** | | | |
| **0 to 6** | **7 to 8** | **9 to 10** | **11 or more** | **0 to 6** | **7 to 8** | **9 to 10** | **11 or more** | **0 to 6** | **7 to 8** | **9 to 10** | **11 or more** | **0 to 6** | **7 to 8** | **9 to 10** | **11 or more** |
| List 2 parts | Number of points | | | | Number of points | | | | Number of points | | | | Number of points | | | |
| Remote control | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Internal power sources (1) | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| External power sources (2) | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Main board | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Screen | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |

(1) To be greyed out in the case of external power sources.

(2) To be greyed out in the case of internal power sources.

The maximum number of points is 176. Score for this sub-criterion = (number of points obtained / 176) x 10.

SUB-CRITERION 3.2 - PRODUCER'S COMMITMENT ON THE PERIOD OF AVAILABILITY OF THE LIST 1 PARTS

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Column A**  **Producer** | | | | **Column B**  **Spare parts distributors** | | | | **Column C**  **Repairers** | | | | **Column D**  **Consumers** | | | |
| **Years of availability** | | | | **Years of availability** | | | | **Years of availability** | | | | **Years of availability** | | | |
| **0 to 6** | **7 to 8** | **9 to 10** | **11 or more** | **0 to 6** | **7 to 8** | **9 to 10** | **11 or more** | **0 to 6** | **7 to 8** | **9 to 10** | **11 or more** | **0 to 6** | **7 to 8** | **9 to 10** | **11 or more** |
| List 1 parts | Number of points | | | | Number of points | | | | Number of points | | | | Number of points | | | |
| Back cover | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Wi-Fi module (3) | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Bluetooth module (4) | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Infrared receiver | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Speakers | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |
| Connectors (5) | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 | 0 | 7 | 9 | 11 |

(3) To be greyed out if not applicable.

(4) To be greyed out if not applicable.

(5) To connect external equipment (cable, antenna, USB, DVD and Blue-Ray).

The maximum number of points is 264. Score for this sub-criterion = (number of points obtained / 264) x 10.

SUB-CRITERION 3.3 - DELIVERY TIME FOR LIST 2 PARTS

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Column A**  **Producer** | | | | **Column B**  **Spare parts distributors** | | | | **Column C**  **Repairers** | | | | **Column D**  **Consumers** | | | |
| **Delivery days (1)** | | | | **Delivery days (1)** | | | | **Delivery days (1)** | | | | **Delivery days (1)** | | | |
| **11 or more** | **6 to 10** | **4 to 5** | **1 to 3** | **11 or more** | **6 to 10** | **4 to 5** | **1 to 3** | **11 or more** | **6 to 10** | **4 to 5** | **1 to 3** | **11 or more** | **6 to 10** | **4 to 5** | **1 to 3** |
| **List 2 parts** | **Number of points** | | | | **Number of points** | | | | **Number of points** | | | | **Number of points** | | | |
| Remote control | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |
| Internal power sources (2) | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |
| External power sources (3) | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |
| Main board | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |
| Screen | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |

(1) Working days from the day of the order.

(2) To be greyed out in the case of external power sources.

(3) To be greyed out in the case of internal power sources.

These provisions are without prejudice to those of Article L441-4 of the Consumer Code as regards the prohibition on limiting access to spare parts for repair technicians.

The maximum number of points is 48. Score for this sub-criterion = (number of points obtained / 48) x 10.

SUB-CRITERION 3.4 - DELIVERY TIME FOR LIST 1 PARTS

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Column A**  **Producer** | | | | **Column B**  **Spare parts distributors** | | | | **Column C**  **Repairers** | | | | **Column D**  **Consumers** | | | |
| **Delivery days (1)** | | | | **Delivery days (1)** | | | | **Delivery days (1)** | | | | **Delivery days (1)** | | | |
| **11 or more** | **6 to 10** | **4 to 5** | **1 to 3** | **11 or more** | **6 to 10** | **4 to 5** | **1 to 3** | **11 or more** | **6 to 10** | **4 to 5** | **1 to 3** | **11 or more** | **6 to 10** | **4 to 5** | **1 to 3** |
| **List 1 part** | **Number of points** | | | | **Number of points** | | | | **Number of points** | | | | **Number of points** | | | |
| Back cover | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |
| Wi-Fi module | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |
| Bluetooth module | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |
| Infrared receiver | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |
| Speakers | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |
| Connectors (4) | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 |

(1) Working days from the day of the order.

(4) To connect external equipment (cable, antenna, USB, DVD and Blue-Ray).

These provisions are without prejudice to those of Article L441-4 of the Consumer Code as regards the prohibition on limiting access to spare parts for repair technicians.

The maximum number of points is 72. Score for this sub-criterion = (number of points obtained / 72) x 10.

CRITERION 4 - PRICE OF SPARE PARTS

Sub-criterion 4.1 - Ratio of the price of list 2 parts compared with the price of the new product

Based on the ratio described in the Order of 29 December 2020 on the display methods, signage and general parameters for calculating the repairability index, the number of points obtained for this criterion is determined as follows:

- if the ratio is greater than 0.3 then the number of points is 0;

- if the ratio is less than 0.1 then the number of points is 100;

- if the ratio is between 0.1 and 0.3 then the number of points is determined according to the following correspondence table:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Ratio** | **0.1** | **0.11** | **0.12** | **0.13** | **0.14** | **0.15** | **0.16** | **0.17** | **0.18** | **0.19** | **0.2** | **0.21** | **0.22** | **0.23** | **0.24** | **0.25** | **0.26** | **0.27** | **0.28** | **0.29** | **0.3** |
| Points | 100 | 95 | 90 | 85 | 80 | 75 | 70 | 65 | 60 | 55 | 50 | 45 | 40 | 35 | 30 | 25 | 20 | 15 | 10 | 5 | 0 |

The rounding rule is as follows:

- If the number of the third decimal place is less than 5, round down to two decimal places;

- If the number of the third decimal place is greater than or equal to 5, round up to two decimal places.

The maximum number of points is 100. Score for this sub-criterion = (number of points obtained / 100) x 10.

CRITERION 5 - SPECIFIC CRITERION

For the products concerned by this Order, the coefficients of the sub-criteria of criterion 5 are defined as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criterion** | **Sub-criterion** | **Sub-criterion score** | **Sub-criterion coefficient** | **Criterion score** | **Criterion**  **coefficient** |
| 5. Specific criterion | 5.1. Accessibility of the usage meter | ▀▀/10 | 1 | ▀▀/20 | 1 |
| 5.2. Free remote assistance | ▀▀/10 | 0.5 |
| 5.3. Possibility of resetting software | ▀▀/10 | 0.5 |

SUB-CRITERION 5.1 - ACCESSIBILITY OF THE USAGE METER

A usage meter is a display device for consumers that cumulatively records product use in numbers of a given unit. In this Order, the unit in question is the number of hours of operation of the screen.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Column C**  **Consumers** | | |
| Accessibility of the usage meter | Situation | | |
| Absence | Difficult to access (1) | Visible or easily accessible (2) |
|  | Number of points | | |
|  | 0 | 1 | 2 |

(1) The consumer must make more than three clicks to view the usage meter value.

(2) The consumer must make three clicks or fewer to view the usage meter value.

The maximum number of points is 2. Score for this sub-criterion = (number of points obtained / 2) x 10.

SUB-CRITERION 5.2 - FREE REMOTE ASSISTANCE

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Column B**  **Repairers** | | **Column C**  **Consumers** | | | |
| Type of remote assistance | None | Up-to-date  information on website | None | Remote  information | Remote diagnostic assistance | Remote repair assistance |
| Number of points | 0 | 1 | 0 | 1 | 2 | 4 |

The maximum number of points is 5. Score for this sub-criterion = (number of points obtained / 5) x 10.

SUB-CRITERION 5.3 - POSSIBILITY OF RESETTING SOFTWARE

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Column A Producer** | | **Column B Repairers** | | **Column C Consumers** | |
| Possibility of resetting software free of charge and without restrictions on access to these services | Not possible | Possible | Not possible | Possible | Not possible | Possible |
|  | Number of points | | Number of points | | Number of points | |
| Operating system reset (2) | 0 | 1 | 0 | 1 | 0 | 1 |
| Firmware reset (2) | 0 | 1 | 0 | 1 | 0 | 1 |

The maximum number of points is 6. Score for this sub-criterion = (number of points obtained / 6) x 10.

**Article 3**

The provisions of this Order shall enter into force on 1 January 2021.

**Article 4**

This Order shall be published in the *Official Journal* of the French Republic.

Done on 29 December 2020.

The Minister for the Ecological Transition,

For and on behalf of the Minister:

The Commissioner General for Sustainable Development,

T. Lesueur

The Minister for the Economy, Finance and the Recovery,

For and on behalf of the Minister:

The Director-General for Competition Policy, Consumer Affairs and Fraud Control,

V. Beaumeunier